

**From:** John G.Jones  
**To:** Microsoft ATR  
**Date:** 1/24/02 2:14am  
**Subject:** AOL-Netscape

**\*\* Confidential \*\***

To Whom It May Concern,

My name is John G. Jones, I have been a reseller and consultant for almost 20 years. I was an avid Netscape promoter for several years (1994-1998). We were an ISP (Internet Service Provider) and distributed Netscape Navigator Exclusively for connections to our service (including their dialer software). We paid Netscape something like \$12,000 for this privilege, (for about 2000 users) while most ISP's were providing this for free. Netscape did not update their software with user fixes as often as Microsoft, nor did they continue their dialer software which caused us to re-engineer our Dial-in Modems. We initially had to spend weeks with Netscape engineers to get their software to work with Windows, they finally went with Shiva (a third party, which had mastered this technology) to perform their Dial-up software operations.

Microsoft has the BEST products for Internet connectivity and Browsing, and our customers want them. Netscape and AOL products are freely available to ANYONE without much of a hassle (it is as simple as typing [www.netscape.com](http://www.netscape.com) in any browser). It is important that an Operating system has a basic browser and an Internet Connectivity client so a person can get on the Internet and download the software they choose to use.

Much of the premise behind the lawsuit is the fact that Microsoft has taken advantage of their ability to incorporate the Internet Explorer Browser into the Operating System(OS). The fact remains that they did not and have not ever inhibited AOL or Netscape from installing their applications on the Microsoft OS. The fact that AOL and/or Netscape feels as if they deserve recognition or recourse from the industry for their inability to capture the public is a farce. Netscape, for years, made their browser available for free and indiscriminately charged fees to gain recognition and market share for the sole purpose of selling their higher end products. In addition, resellers or OEM's have the ability to add ANY software product they choose to the original installation.

It is my understanding that AOL has filed a new Private lawsuit against Microsoft. I wish to make some comparison material for your thought. AOL has the predominant Instant messenger(IM) software available on the market. It is free! They won't allow other companies to integrate their IM product with theirs. What is the difference between Internet Explorer and Netscape Browsers? Netscape offers an Instant messaging product that is actually AOL's? I am a computer reseller and every computer I have delivered to a customer has had the option of AOL for an Internet provider, as well as, an option for Netscape Navigator to be installed.

I believe that AOL & Netscape have inferior products and are trying to use the legal system and media to win support from the general public rather than have a good product that is easy for the end user to use, and provide cooperation for other companies.

Let's spend these dollars we are using for procecuting Microsoft on legitimate government purposes.

Thanks,

John G. Jones  
fastpacket.net, Inc.  
Office (805) 688-8550  
Cell (805) 689-5815  
Fax (805)-688-0535  
<http://www.fastpacket.net>

John G. Jones  
fastpacket.net, Inc.  
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Cell (805) 689-5815  
Fax (805)-688-0535  
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